

STREET CRISIS RESPONSE  
TEAM (SCRT) PILOT  
OCTOBER 2021  
UPDATE

The goal of the San Francisco Street Crisis Response Team is to provide rapid, trauma-informed response to calls for service about people experiencing crisis in public spaces to reduce law enforcement encounters and unnecessary emergency room use.

The SCRT now has six fully operational teams that provide full geographic coverage across San Francisco. These teams operate 7 days per week, 24 hours per day. As of April, all teams are supported by the Office of Coordinated Care staff who continue to provide follow-up and linkage support to clients within 24 hours of the initial encounter.

OPERATIONS  
UPDATE

KEY PERFORMANCE INDICATORS



Crisis Calls Handled by  
SCRT

October

776

Cumulative\*

4,616



800-B Calls that Received  
SCRT Response\*\*

October

58%

Cumulative

38%



Average Response Time

October

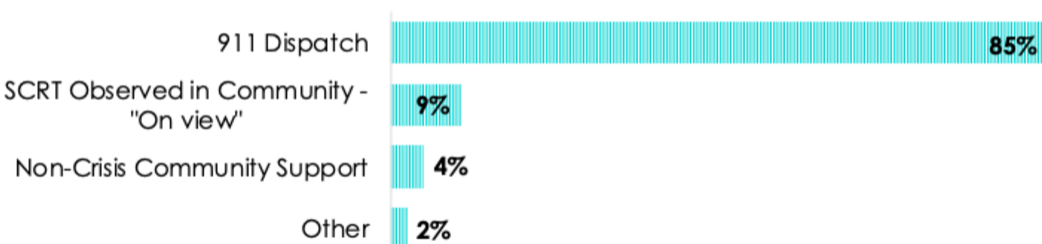
16min

Cumulative

15min



Referral Source: Cumulative



\*Cumulative counts are on data since pilot launch (November 30, 2020 – October 31, 2021)

\*\* 800-Bs are a type of call code from 911 emergency communications center which indicate an individual in behavioral health distress with no weapon involved. In 2019, SF 911 received over 10,000 of these calls. Percentage shown excludes "800-B On Views" and a small number of 800-Bs not dispatched to SCRT for other reasons. SCRT aims to respond to 100% of dispatched 800-Bs once fully launched.



Client Engagements

October

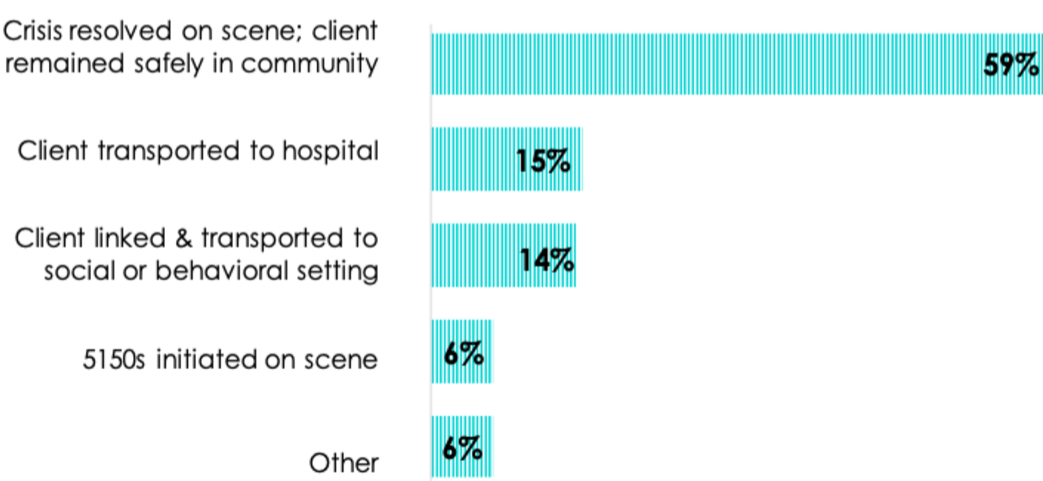
380

Cumulative

2,532



Engagement Outcomes: Cumulative



\*A single client engagement may result in multiple outcomes.



Office of Coordinated  
Care Follow Up Rate

October

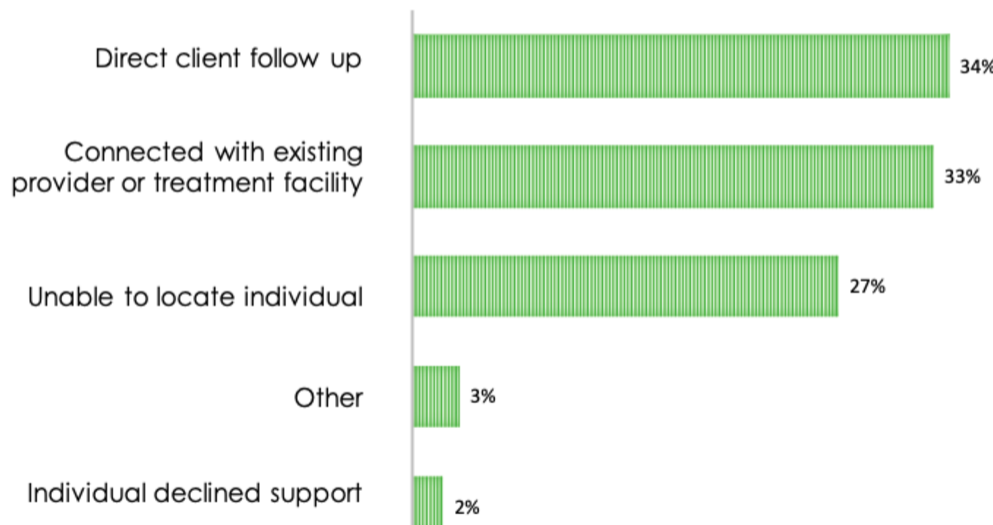
45%

\*Cumulative

34%



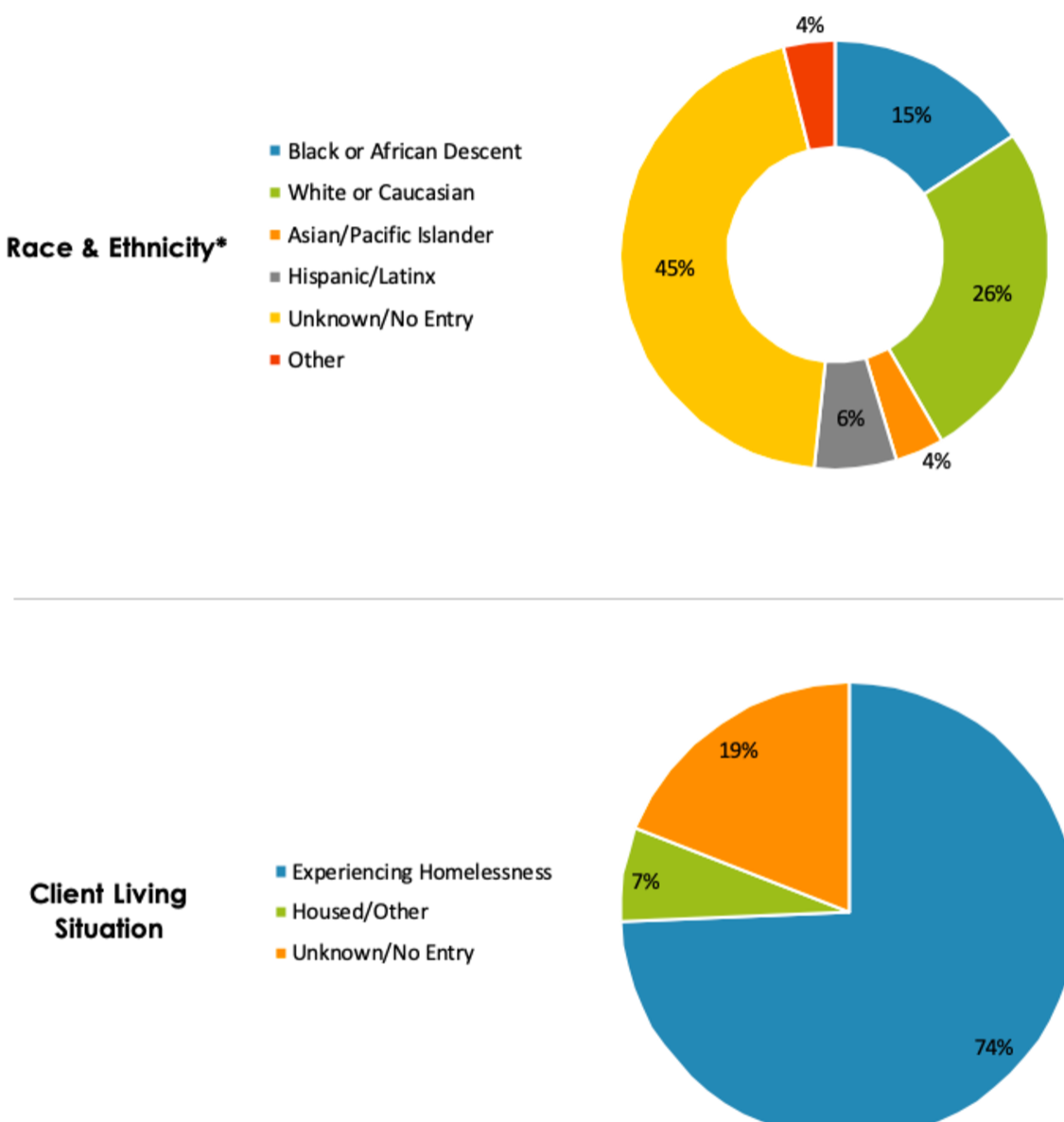
Connections to Care: Cumulative



\*Cumulative counts are on data since Office of Coordinated Care launch (April 5th, 2021 – October 31, 2021)



Client Characteristics: Cumulative



\* "Other" category is comprised of race entries representing less than 1% of total.

\*\* The SCRT strives to collect demographic information from each client, but this data is sometimes difficult to gather given the circumstances of the encounter.

The Street Crisis Response Team now has a [website](#)!  
For more information on the SCRT please visit: [Street Crisis Response Team Background](#)  
To view our Preliminary Evaluation Report please visit: [SCRT Preliminary Report.pdf](#)

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